

ROWAN COUNTY TELECOMMUNICATIONS TRAINEE DAILY OBSERVATION REPORT

Report # _____

Trainee Name (L, F, Mi)	ID#	CTO Name (L, F, Mi)	ID#	Date
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RATING INSTRUCTIONS: Rate observed behavior with reference in the Standardized Evaluation Guidelines. Comment on any behavior observed. Specific comments are encouraged for all unacceptable ratings. Check N.O. if that category was Not Observed. If the trainee is not responding to training, check N.R.T. and comment.

RATING SCALE	Shift					Position				
	1	2	3	4	5	6	7	N.O.	N.R.T.	
APPEARANCE										
1. General Appearance	1	2	3	4	5	6	7	[]	[]	
ATTITUDE										
2. Acceptance of Feedback	1	2	3	4	5	6	7	[]	[]	
3. Attitude Toward Communications Work	1	2	3	4	5	6	7	[]	[]	
KNOWLEDGE										
4. Knowledge of Department Policies and Procedures	1	2	3	4	5	6	7	[]	[]	
5. Knowledge of Radio/Telephone/Data Transfer System	1	2	3	4	5	6	7	[]	[]	
6. Knowledge of CAD system	1	2	3	4	5	6	7	[]	[]	
7. Knowledge of Call Prioritization Procedures	1	2	3	4	5	6	7	[]	[]	
8. Knowledge of Telephone Pre-arrival Protocols	1	2	3	4	5	6	7	[]	[]	
PERFORMANCE										
9. Telephone Skills – Normal Conditions	1	2	3	4	5	6	7	[]	[]	
10. Telephone Skills – Moderate and High-Stress Conditions	1	2	3	4	5	6	7	[]	[]	
11. Interview Skills	1	2	3	4	5	6	7	[]	[]	
12. Orientation/Map Interpretation	1	2	3	4	5	6	7	[]	[]	
13. Routine Forms: Accuracy and Completeness	1	2	3	4	5	6	7	[]	[]	
14. Writing Skills	1	2	3	4	5	6	7	[]	[]	
15. Position Performance – Normal Conditions	1	2	3	4	5	6	7	[]	[]	
16. Position Performance – Stress Conditions	1	2	3	4	5	6	7	[]	[]	
17. CAD Skills – Normal Conditions	1	2	3	4	5	6	7	[]	[]	
18. CAD Skills – Moderate and High-Stress Conditions	1	2	3	4	5	6	7	[]	[]	
19. CAD Skills – Update and Relay	1	2	3	4	5	6	7	[]	[]	
20. EMD Skills – Questioning and Interpretation	1	2	3	4	5	6	7	[]	[]	
21. EMD Skills – Emergency Telephone Instructions	1	2	3	4	5	6	7	[]	[]	
22. Control of Conflict: Voice Command	1	2	3	4	5	6	7	[]	[]	
23. Control of Conflict: Hysterical Caller	1	2	3	4	5	6	7	[]	[]	
24. Problem Solving/Decision Making	1	2	3	4	5	6	7	[]	[]	
25. Radio: Appropriate Use of Procedures	1	2	3	4	5	6	7	[]	[]	
26. Radio: Listen and Comprehends	1	2	3	4	5	6	7	[]	[]	
27. Radio: Articulation of Transmission	1	2	3	4	5	6	7	[]	[]	
RELATIONSHIPS										
28. With External Customers	1	2	3	4	5	6	7	[]	[]	
29. With Internal Customers	1	2	3	4	5	6	7	[]	[]	

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[illegible]

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